CITY OF MILPITAS
Effective: Feb. 1998
Revised: 5/99, 6/05
EEOC: Professional
FLSA: Exempt
Unit: Exempt
Physical: 1

ASSISTANT INFORMATION SERVICES DIRECTOR

DEFINITION
Under general direction, responsible for technology service delivery including business analysis, requirements definition, technology acquisition and implementation, complex project management, and staff supervision. Assists the Information Services Director in the overall management of Information Systems.

DISTINGUISHING CHARACTERISTICS
The Assistant Information Services Director is a single position management classification within the Information Services Department with specific program administration responsibilities. It is distinguished from the Information Services Director in that the latter has overall responsibility for all operations, functions and sections of the Information Services Department.

SUPERVISION RECEIVED AND EXERCISED
Receives general direction from the Information Services Director.

Exercises direct and indirect supervision over professional, technical, and clerical staff within Information Services.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Assists in the development and management of technology project plans including and analyzing business needs and defining requirements, tasks, and resource assignments, ensuring that approved quality levels and deadlines are met.

Analyze methods for tracking and providing quality service; recommends service enhancements to the Information Services Director.

Develops specifications for invitations to bid and requests for proposals related to technology acquisition and implementation.

Serves as liaison with City staff and vendors for proper acquisition, installation, integration, operation and maintenance of technology.

Directs the information resources management process to ensure that scarce information system dollars are used to maximum benefit to the City, negotiating and gaining agreement from departments and divisions that these approaches are of direct benefit to them.

Provides research and development services to identify and foster implementation of emerging technology.

Plans, organizes, and directs, supervises, and evaluates the work of assigned staff to ensure effective performance.

Acts as Information Services Director in that person's absence.

Performs other related duties as assigned.

QUALIFICATIONS
Knowledge of:
Information systems principles, practices, and techniques, including analysis, reengineering, design, programming, computer equipment characteristics and the systems development life cycle.

Municipal applications, including financial, geographic information, permit processing, and public safety systems.

State of the art methods of information processing using a variety of platforms, and hardware and software resources including local and wide area networks, host computing, client-server, hardware concepts, operating systems, programming languages, data communications, and database design.

Administrative principles and methods including goal setting, program development and implementation, project managing, budgeting, and employee supervision.

Local government practices and administration.

Ability to:
Express and promote a "vision" of strategic direction in City technology.

Make sound decisions concerning information technology as it applies to the City.

Analyze complex computer-related problems, evaluate alternatives, and make sound, well-structures recommendations.

Understand emerging technology and its application to improve City services.

Prepare and present clear and well-organized written and oral reports to City Council, City administration and other groups required.

Explain technical issues and concepts to non-technical staff.

Establish and maintain effective working relationships with subordinates, peers, superiors, vendor representatives and clients.

Plan, manage, implement and budget for technology projects; assess progress and make appropriate corrections to keep projects on track.

Plan, coordinate, prioritize, supervise, train, direct and evaluate the work of others; lead and motivate assigned staff as well as others contacted during the course of work.

EDUCATION AND EXPERIENCE
Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:
Equivalent to graduation from an accredited college or university with major course work in Computer Science, Business Administration, or a closely related field. A Master's degree in Business Administration or Public Administration is desirable.
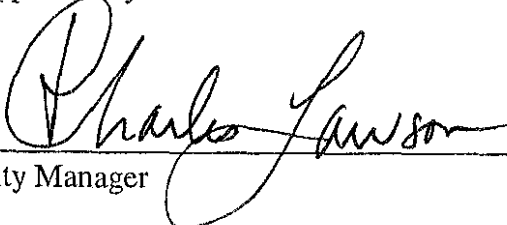
Experience:
Four years of experience in systems analysis and design, and project management, preferably in a local government environment. Experience in administration of technical service contracts is highly desirable.

License
Incumbents must be able to travel to various locations within and outside the City of Milpitas to fulfill job responsibilities. When driving on City business, maintenance of a valid California driver's license is required.

Approved by:

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City Manager   Date: 12-8-05

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Human Resources Director